

State of California
Department of Consumer Affairs
San Francisco, California 94102

PACIFIC BELL
A Pacific Telesis Company

April 20, 2000

Exhibit #3
Pg 1 of 2

Marcella Beagle
1625 W. Valencia Drive
Fullerton, CA 92833

Re: Residential Account No. 714-871-8579

Dear Ms. Beagle:

You sent Pacific Bell Telephone Company ("Pacific"), among others, numberless complaint letters about Pacific's billing and Mr. Douglas Phason's handling of your complaint case. I am Mr. Phason's supervisor. I have reviewed your letters and Mr. Phason's handling of your complaint case. This letter will share with you my review of this matter.

Based on information, you complained that Pacific did not send you telephone bills from March 1999 to February 2000. See billing records for the same period of your complaint, attached. And, that the address information was not correctly shown on those billing records. Pacific's records do show that we are now sending your bills to the address as shown above.

In response to Pacific's disconnection notice of March 2000, you expressed your concerns over the impending disconnection of your telephone account and the amount owed to your telephone bill. Specifically, that the amount of the billing was incorrect as presented. Pacific has provided a copy of your payment history for your account for your review. See payment history attached. If you still disagree with the amount owing, you should provide us with an accounting of your canceled checks or receipts for the amounts that would substantiate your claim. You further stated that Pacific had not credited a deposit to your account that you have on file with the California Public Utilities Commission ("Commission"). Pacific responds that, the Commission has not released your deposit to us for that purpose. Since the Commission, on March 2, 2000, issued an order denying a rehearing of your complaint, and reaffirmed that they found no billing violations by Pacific, Pacific will therefore write a letter to the Commission and request that the deposit on file with them be sent to us to be credited to your account.

In Pacific's letter of March 20, 2000 (see attached), we advised you that we would take no action to disconnect your account until we provided you with duplicate copies of your billing records. And, as of this writing, we have done so. Pacific also agreed that you would have 30 days to contact us and make payment arrangements if you so desired. Therefore, if we do not hear from you by May 25 with agreeable payment arrangements,

extraneous
shows
cell has
no clue

not what I said
Altered

Altered

None received
other than caustic
threats

Altered
Proven by
payments

your job
LIE
Payment

wrong
NO billing
send me

18 days

Pacific will have no choice but to disconnect your telephone service. Should you wish to make payment arrangements, please contact Mr. Tyler at 415-542-7717.

As to Mr. Phason's handling of your complaint case, I find that he has responded to your complaint case with the utmost of professionalism. My reading of the Commission's decision, Decision 00-003-002, attached for your review, accurately portrays my understanding of this complaint matter. And, I wholeheartedly agree with the Commission's findings in this complaint case.

Pacific recognizes your apparent dissatisfaction; however, we remain open to discuss your account with you. Again, contact Mr. Tyler at 415-542-7717, to the extent that you wish to discuss this matter. Pacific further apologizes for any inconvenience this matter may have caused you.

Sincerely,

E. M. Holding

E. M. Holding
General Manager Pacific Bell Regulatory

Attachments

cc: G. Reyes, A. Tyler

Wrongfully, illegally
no calls idiot
Double charging attorney record
LIE
Evasive ordered harassment Extortion abuse
call = harassment
no address = harassment
Bull empty
apology insincere + inadequate
ignores harassment extortion NO call use
ignores deposit @ efuc
All complaints + criminal acts evaded
No comment on proven LIES of
Doogie & proof @ Bell
married vexatious mail fraud

1 step submitted

Exhibit 3
Page 2 of 2